IN THE CLAIMS:

Please CANCEL claims 11 and 12, without prejudice or disclaimer.

Please AMEND claim 1 in accordance with the following:

1.   (CURRENTLY AMENDED) A support fee setting method using a system comprising a computer, a user information registering section connected to the computer, the user information registering section including a user information database, an inquiry history registering section connected to the computer, the inquiry history registering section including a job-to-point conversion table, an evaluation section including a point conversion table, the support fee setting method comprising:

storing a user name and a grade for service in a one-to-one correspondence in a-the user information database-in a user information registering section connected to a computer;

receiving an inquiry from a user with a computer support activity by a support person;

accessing the job-to-point conversion table where jobs are converted to points such that a job responding to the content of the inquiry requiring higher technique is set with a higher point;

retrieving a first data corresponding to one point derived from one of the jobs among the obtaining points derived from a job responding to an inquiry from a user from the a job-to-point conversion table stored in an inquiry history registering section connected to the computer, wherein the job-to-point conversion table converts jobs to points such that a job responding to the content of an inquiry with a computer support activity by a support person requiring a higher technique is set to a higher point;

accessing the user information database and retrieving a second data corresponding to obtaining the grade of the user, by referring to the user information database storing that has stored-the user name and the grade for service for the user; and

retrieving a third data corresponding to an actual cost for responding to the computer support activity for the user, the actual cost being inputted by the support person;

accessing the point conversion table where an amount is set for each grade such that the point derived is converted to a lower amount as the grade becomes higher;

retrieving a fourth data corresponding to an amount according to the grade of the user;

setting computing a support fee based on the first data, the second data, the third data and the fourth data the grade of the user, the points derived, and an actual cost for a responding

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~~activity to the inquiry from the user, wherein the points derived are converted to an amount according to the grade of the user by using a point conversion table, in which an amount is set for each grade such that the point derived is converted to a lower amount as the grade becomes higher, the point conversion table being stored in an evaluating section, and the support fee is computed~~ as a total amount and a total of <u>the</u> actual <u>cost</u> ~~costs~~ for ~~the~~ responding <u>to the computer support</u> activity ~~to the inquiry of the user;~~ <u>and</u>

<u>outputting a statement with the support fee and the grade of the user.</u>

2.   (CANCELLED)

3.   (PREVIOUSLY PRESENTED) The support fee setting method according to claim 1, wherein:

the points derived and the actual cost are stored in a history information database stored in the inquiry history registering section in correspondence with the user name; and

the points of the user and actual cost are obtained by referring to said history information database.

4.   (CANCELLED)

5.   (PREVIOUSLY PRESENTED) The support fee setting method according to claim 1, wherein:

the total amount is a total of the amounts for a predetermined period;

a grade shifting value according to an aggregate of total amount is obtained by using a grade conversion table, in which an amount and a corresponding shift in grade are stored, the grade conversion table being stored in the evaluating section; and

the grade of the user in the user information database is updated based on the grade shifting value.

6.   (CANCELLED)

7.   (PREVIOUSLY PRESENTED) The support fee setting method according to claim 3, wherein:

the total amount is a total of the amounts for a predetermined period;

a grade shifting value according to an aggregate of total amount is obtained by using a grade conversion table, in which an amount and a corresponding shift in grade are stored, the grade conversion table being stored in the evaluating section; and

the grade of the user in the user information database is updated based on the grade shifting value.

8-12.   (CANCELLED)